

**Department of Information Services  
CUSTOMER ADVISORY BOARD  
October 23, 2000  
Meeting Minutes**

**Members Present:**

**Thomas Bynum, Chair, Employment Security Department  
Doug Tanabe, Vice Chair, Department of Personnel  
Jim Eby, Department of Fish & Wildlife  
Dan Fannin, Center for Information Services  
Sue Fleener, Department of Licensing  
Phil Grigg, Department of General Administration  
Dennis Jones, Office of Financial Management  
Marla Kentfield, Office of State Treasurer  
Mike Kretzler, Utilities and Transportation Commission  
David Lybarger, Department of Agriculture  
Bryan Mahar, Community Trade and Economic Development  
Gerry McDougall, Department of Licensing  
Bob Monn, Department of Ecology  
Fran Muskopf, Department of Health  
Tom Neitzel, Health Care Authority  
Dan Parsons, Washington State Patrol  
Herb Potter, City of Olympia  
Niela Rasmussen, Department of Revenue  
Ron Seymour, Department of Financial Institutions  
John Specht, Department of Retirement Systems  
Shelagh Taylor, Department of Labor & Industries**

**DIS Staff present:**

**Steve Kolodney, Director  
Paul Taylor, Deputy Director  
Mike Curtright, Computer Services Division  
Mike McVicker, Telecommunication Services Division  
Lance Calisch, Computer Services Division  
Lourdes Collins, Management & Oversight of Strategic Technologies  
Mary Lou Griffith, Management & Oversight of Strategic Technologies  
Andy Hix, Management & Oversight of Strategic Technologies  
Jeff Holm, Management & Oversight of Strategic Technologies  
Dave Kirk, Digital Academy  
David Koch, Management & Oversight of Strategic Technologies  
Laura Parma, Interactive Technologies  
Tom Parma, Management & Oversight of Strategic Technologies  
Paul Piper, Digital Academy  
Kathleen White, Management & Oversight of Strategic Technologies**

**Call to Order** - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

### **Digital State III**

Mr. Bynum introduced the Governor's Chief of Staff, Joe Dear, to the group. Mr. Dear provided a 'Thank you' from the Governor's office to the group for superb performance and to encourage the group to continue as they have.

Several members of the group acknowledged the support of the Governor's office and Steve Kolodney was introduced to the group. He thanked the Governor's office for another Digital Government Award. He stressed the fact that the agency has continued, with each year, to raise the survey scores. He also explained to the group that the agency has created a special symbol specifically for the contributors of the Digital Award, for their use as an honor to them. The participants have been invited to download the 'seal' to the individual websites, newsletters, etc. The seal is available to all of the agencies that participated in the award process.

### **Digital Government Plan, Release 2.0**

Paul Taylor handed out the new Digital Government Plan, Release 2.0, to the group.

### **Subcommittee Reports**

#### Architecture

Phil Grigg explained that there would be discussion coming up in the meeting on the MS Windows 2000 and there were Microsoft representatives present for the discussion. He explained that Stan Ditterline would be giving policy updates later in the meeting. Mr. Grigg told the group that Darrell Riffe is scheduled to deliver a presentation on the pricing model at the next meeting.

The *E*-forms acquisition 'Finalists' have been selected and Paul Piper thanked the different agencies that have participated in the process. There have been three vendors selected for the final process and the finalist presentations are to be delivered in November, with the final, master contract being available on or about December 1.

#### Human Resources

Doug Tanabe handed out information on the e-Learning Project and asked the group to read the information and provide any feedback to DOP.

#### State/Local Government

Dan Parsons gave an update on the success of the ACCIS conference that was held the past week. He commended the DIS employees for their successful presentations at the conference. He also added that the State & Local Committee is working on the security guidelines and that ACCIS is working very hard at getting the different areas to expand.

### **Research and Advisory Services**

Paul Taylor provided the group with information about the new information technology advisory resource. The agency has a contract with the Forrester Research group and offers agencies the use of 100 seats. If more seats are requested, the cost is \$500/seat.

Steve Kolodney informed the group that Forrester has recently published an excellent report on *Sizing US eGovernment* and encouraged the group to read it if they haven't already.

Marla Kentfield inquired about the available seats and whether the agency's MOSTD consultant would be available to research for the smaller agencies. Paul Taylor advised the group to contact Mary Lou Griffith regarding their individual needs and if an agency is not a frequent user of the service, then they might go through their MOSTD consultant for research assistance.

### **Windows 2000 – Business Prospective**

Phil Grigg presented an introduction and update of the project. He also provided a review of the project's timeline. The Microsoft representatives, Peg Souders and Alan Abramson gave a presentation. The group received handouts as well. Some of the information included was:

- Reasons for changing to Microsoft Windows 2000 were discussed as follows:
  1. Enterprise Management - allows for managing from the top down – agency level – ease of sharing information
  2. Allows for information sharing with WA State and provides WA to stay the top-ranked digital state
  3. Messaging – requires active directory polled as #1 importance/priority to companies for mission-critical activities
  4. Very user-friendly with an intuitive help system
  5. Offers stability and reliability
  6. Security – it offers a more open protocol
- Uses Novell environment – the tools are available to co-exist
- It is unnecessary to upgrade all desktops at one time; the requirements for operation are: Pentium 2mgh with 64mg RAM
- Training is available through the Microsoft Sales Team at no cost

### **Statewide Strategic IT Plan Policy Update**

Stan Ditterline presented the group with handouts of the Strategic Information Technology Plan. He explained that the first plan was created in 1993 with the update being completed in 1996. He stated it is time for an update of the Plan. He referenced the goals listed on page 27 of the 1996 plan, and explained that they are very 'high level' and currently don't reflect where we are as a digital state.

Stan also suggests that folks review the Digital Plan 2.0 and use the listserv as a discussion area for the next month.

### **Announcements**

Thomas Bynum introduced Shannon Marshall and Ron Seymour, new IT managers for the Department of Retirement Systems and Department of Financial Institutions respectively.

### **Adjourn**

The meeting adjourned at 3:40 PM.

***Next meeting is scheduled for November 27, 2000.***